

Job description (Foodbank Co-ordinator)



Employment and management arrangements

Callington foodbank is an inter-church partnership with a steering group consisting of trustees who are representatives from both partner churches and others. It is a registered charity (no. 1145421) which is the legal entity responsible for ensuring compliance with all relevant legislation and liabilities and for employing the Food Bank Co Ordinator.

The Food Bank Co Ordinator will be managed by and report to the Lead Trustee. All matters relating to day-to-day operation of the foodbank will be dealt with by the Lead Trustee. All matters relating to employment and remuneration will be dealt with by the steering group.

JOB PURPOSE

- Manage the provision of emergency food and services to people who use the food bank, ensuring a consistent high quality of service:
- Working in partnership with the trustees and the food bank steering group, help develop the vision and strategy for the food bank including its finances, partnerships and external relationships.
- Lead and direct the food bank with particular concern for its development, sustainability and public profile.
- Lead on PR and external communications, including the strategic use of social media and relationship management.

RESPONSIBILITIES

1. Team support

- Provide regular support and oversight to the volunteer teams at the food bank centres

2. Operational management

- Manage day-to-day operations to ensure a consistent and efficient approach in compliance with Callington foodbank and Trussell Trust requirements. To include:
 - Stock control
 - Volunteer roles, recruitment, training and rotas
 - Record keeping
 - Data system inputting
 - Administrative procedures and practice

3. Strategy development

- Contribute to the development and delivery of long term strategy, providing reports to the steering group and Trustees on progress.
- Advise the Trustees of exceptional events, such as major media contacts, external evaluations or risks to reputation

4. Fundraising

- Develop and implement together with the trustees a fundraising programme to help ensure the financial sustainability of the food bank.

5. Communications

- Manage public enquiries and oversee on-call arrangements
- Plan and manage information for public events and/or the recruitment of donors
- Liaise with the trustees to oversee the preparation of newsletters, press releases and local press enquiries
- Oversee the content of the food bank's website and social media
- Manage relationships with relevant stakeholders e.g. local churches, volunteers, referral agencies, donors, supermarkets, the Trussell Trust

6. Compliance

- Share management responsibility to ensure that all relevant legal, financial and quality assurance requirements are maintained.
- Comply with the terms of the Trussell Trust's Franchise Agreement

7. Quality Assurance

- Obtain regular feedback from supporters, people who use the food bank and stakeholders
- Support the annual Quality Assurance visit from the Trussell Trust

8. Other duties

- Any other duties as the trustees should deem appropriate.

PERSON PROFILE

Desirable Requirements and Key Skills:

- Ability to manage and monitor the development of a project
- Effective management of staff with good interpersonal skills
- Experience of working as part of a team
- Experience of working or volunteering in an organisation that deploys volunteers
- Good oral and written communication
- Excellent organisational skills
- IT skills [confident / competent user of email, Microsoft Office and internet]
- Ability to work independently and unsupervised
- Numerate and comfortable when interpreting statistical data
- Negotiating skills and the ability to resolve conflicts
- Current UK driving licence and own car that can be used for this role

Personal attributes:

- Empathy and ability to work with people from disadvantaged, marginalised, and socially excluded backgrounds
- Honesty and integrity
- Passionate about tackling poverty
- Understanding of working with a wide range of organisations including the voluntary sector
- Ability to work under pressure and to deadlines
- Value all the people who come into contact or work in the food bank

Training

- Induction training
- IT training as required
- H&S, Manual Handling as appropriate
- Safeguarding
- Food Hygiene

Callington Foodbank is a Christian charity. Not every member of the food bank team is Christian, but we hope that all team members will subscribe to the same values.

Note to applicants: The job description is not exhaustive and amendments and additions may be required in line with future changes in policy.

A DBS check will be required